



## CATAWBA COUNTY

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### CATAWBA COUNTY TELECOMMUNICATOR NAMED SUPERVISOR OF YEAR BY STATEWIDE PROFESSIONAL ASSOCIATION

Catawba County's 911 Communications Center is one of the busiest places in the entire county. Trained professionals work on three shifts, all day, every day, answering more than 260 911 calls per day and dispatching the proper personnel to respond to emergencies. Such a center would not operate well without experienced and skilled supervisors.

Brian Drum, one of the supervisors of the Catawba County 911 Communications Center, who has been called upon to increase his supervising duties over the past year and has a record of dedication to 911 dispatch that spans more than ten years, has been recognized by his peers in the North Carolina Chapter of the National Emergency Number Association (NC NENA) as Supervisor of the Year. Drum was honored on September 15 during NC NENA's annual conference in Sunset Beach, NC.



**Brian Drum (left) recently received the North Carolina National Emergency Number Association's 2010 Supervisor of the Year Award from NENA's Southeastern Director, Linda Draughn-Woloski, ENP.**

"I nominated Brian for NENA's Supervisor of the Year award because he is dedicated to 911," said Jerry Boggs, Catawba County's Telecommunications Administrator. "Brian has shown exceptional ability as we move forward toward Next Generation 911. He has shown so much support for our Center and dedicates himself each day, not only to the center but to the employees who work in our Center. As I moved up to greater positions of responsibility with NC NENA, I needed to have support from staff to be able to travel and perform the duties of NENA, particularly as I was called upon to travel North Carolina and the nation during the year when I served as NC NENA's President. Brian stepped up and handled the Center in my absence so I could perform my duties. I felt Brian needed to be recognized and deservedly was chosen as NC NENA's 2010 Supervisor of the Year."

Brian Drum is a native of Catawba County. He graduated from Bandys High School in 1992. After graduation, he began serving as a volunteer with the Bandys Crossroads Volunteer Fire Department. He is still serving as a volunteer with that department. Drum began working for Catawba County as a part time Radio Telecommunicator in October 1998. In February 1999, he became a full time Radio Telecommunicator. In 2001, all telecommunicators were classified as Deputy Sheriffs. Drum still holds the position of Deputy Sheriff, although his job was again titled as Radio Telecommunicator in January 2003. He served as an Interim Telecomm Shift Supervisor through much of 2004 before being named Telecomm Shift Supervisor on November 9, 2004.

*"Keeping the Spirit Alive Since 1842!"*

Drum holds a wide range of certifications in law enforcement, medical, fire and telecommunications, including National Academy of Emergency Medical Dispatch Certification, North Carolina Division of Crime Information Certification, North Carolina Telecommunicator Certification, North Carolina Basic Law Enforcement Training Certification, North Carolina Emergency Medical Technician Certification, North Carolina Firefighter I and II Certification and National Academy of Emergency Medical Dispatch Quality Assurance Certification.

“It is an honor to have received this award from NENA, an association that works closely with the E-911 community, ensuring superior levels of customer service and Next Generation 911 technology here in North Carolina and all over the nation,” Drum said.

Drum and his wife, Karen, an Emergency Department Nurse at Catawba Valley Medical Center, live in the Catawba area.

The National Emergency Number Association (NENA) was established to assist communities throughout the United States with their efforts to install 911 emergency telephone number systems. NENA promotes those efforts through cooperation and collaboration with thousands of emergency services, communications centers throughout the United States, and with the telephone industry's trade associations, the Federal Communications Commission, and various other organizations. The North Carolina Chapter performs those same functions across the state.